

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**CUSTOMER SERVICE REPRESENTATIVE II
FINANCE DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs a variety of standardized clerical and public contact work collecting payments for various City fees and services. Employee reports to a supervisor, division director or department director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is primarily responsible for assisting customers and collecting various payments and fees using established guidelines and procedures. Work also involves issuing various licenses and permits, preparing invoices and daily deposits, and posting transactions data. Employee also performs occasional general office work such as filing, operating copying machines and computer terminals, and answering the telephone. Work is performed according to standard procedures, but the employee is expected to use some initiative and independent judgment in accomplishing assigned objectives. Work is performed under limited supervision of a supervisor, division director or department director and is evaluated through observation and review of work completed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Receives telephone calls and walk-in customers and assists them with billing questions, complaints, and requests for service.

Processes applications and issues various licenses and permits.

Prepares billing statements.

Processes and posts payments to appropriate funds or accounts and general ledger.

Processes returned checks.

Prepares outstanding accounts reports for departments on quarterly basis.

Reconciles cash drawer with receipts and cash reports and compiles bank deposits.

Utilizes computerized data entry equipment to enter, update, store and/or retrieve information as requested or otherwise necessary; summarizes data in preparation of standardized reports.

Establishes and maintains a variety of tangible files, filing and retrieving

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information as requested or otherwise necessary.
May assist other departments as necessary.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of office accounting methods and procedures.
Some knowledge of modern office practices and of forms and machines used in the preparation of office records.
Ability to use common office machines, including popular computer-driven word processing, database, spreadsheet and file maintenance programs.
Ability to exercise attention to detail in performing assigned tasks.
Ability to maintain effective files, records and reports.
Ability to compute figures rapidly and accurately.
Ability to deal tactfully and courteously with the general public in explaining policies and procedures.
Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school supplemented by course work in secretarial sciences and 1 to 2 years customer service experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

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Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 10
Non-Exempt